

TOWN OF NORTH HAVEN  
CENTRAL COMMUNICATIONS  
PART-TIME DISPATCHER

**DUTIES:**

1. Part-time civilian dispatchers are responsible for assisting in the staffing of the North Haven Emergency Dispatch Center and Public Safety Answering Point (PSAP). The Dispatch Center and PSAP operate seven (7) days per week, twenty-four (24) hours per day and three-hundred sixty five (365) days a year. The Dispatch Center is primarily responsible for the intake of all emergency and non-emergency calls for service and the dispatching of appropriate resources to effectively handle the event.
2. Part-time civilian dispatchers work nineteen (19) hours a week during the hours of 8am-4pm and 4pm-12am. Work hours include weekends and some holidays.
3. By use of telephone or radio equipment, dispatchers receive incoming calls for service requesting Police, Fire, Medical or other emergency assistance. Dispatchers are responsible for accurately maintaining the Police and Fire Computer Aid Dispatch (CAD) by properly recording and tracking the call for service.
4. Dispatchers are responsible for providing resource information to field units and other authorized persons. In conformance with Town operating procedures, dispatchers are also responsible for providing routine information to callers. Depending on assignment, dispatchers will be required to read and react to monitoring equipment. Dispatchers are responsible for routine day-to-day maintenance of the position and they may perform clerical and other duties as directed and/or required.

**GENERAL RESPONSIBILITIES:**

1. Monitor and answer radios and telephones.
2. Receive requests for service from the public.
3. Respond to citizen inquiries.
4. Dispatch appropriate emergency services to reported incidents.
5. Dispatch appropriate Town assets to requests for service.
6. Determine an appropriate initial level of response in accordance with department policy and approval of the Shift Commander necessary to handle any reported incident.

**SUPERVISION RECEIVED:**

Overall supervision will be provided by the Captain of the Uniform Services Division. Day-to-day direct supervision will be provided by the on duty Police Shift Commander.

**KNOWLEDGE, SKILL AND ABILITY:**

Must demonstrate the ability to communicate in a clear, concise and effective manner when using telephone and radio equipment; act with sensitivity toward individuals in highly emotional states/situations; reason critically, and deal effectively with the public; follow written and oral instructions; learn and function in strict accordance with the written emergency and non-emergency operating procedures. Must have:

1. Excellent interpersonal skills.
2. Ability to speak proper English and enunciate clearly.
3. Ability to operate all related office, communications and computer equipment.
4. Ability to maintain records.
5. Ability to think and act quickly in emergency situations with judgment and discretion.

**EDUCATION:**

Applicants must possess a High School Diploma or Equivalency Certificate, and must provide a copy of the appropriate document at time of application.

**EXPERIENCE AND TRAINING:**

A minimum of two (2) years responsible employment. State of Connecticut Certified Telecommunicator and persons with experience working in public safety communication centers preferred.

**SPECIAL CONDITIONS:**

This position requires an individual to be able to work rotating shifts nineteen (19) hours per week. U.S. Citizenship required. Applicants must reside within 20 miles of the North Haven Town Hall. The position is also subject to mandatory overtime (call-in) as needed.

Applicants must possess normal hearing and they will be required to pass a medical examination, including a drug/alcohol-screening test. Applicants will also be required to successfully complete a pre-employment psychological profile examination.

Applicants will be fingerprinted and will be subject to a thorough background investigation. Applicants must make arrangements to be fingerprinted prior to submitting their application by contacting the Office of the Chief of Police at 203-239-5321 ext. 200. Applicants who do not meet the high standards necessary for employment as a Central Communications Dispatcher will be rejected.

All dispatchers are required to obtain, and maintain, State of Connecticut Telecommunications Certification. Appropriate training will be provided for this certification.